

ACCREDITATION – NABH

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Standards and Objective Elements

- A **standard** is a statement that defines the structures and processes that must be substantially in place in an organization to enhance the quality of care
- **Objective element** is a measurable component of a standard
- Acceptable compliance with objective elements determines the overall compliance with a standard

NABH Process

- Start a quality department in hospital
- Prepare report according to standards in the form of a dashboard
- Commitment
- NABH Application has to be submitted to the Quality Council of India
- Pre assessment dates will be announced by the NABH secretariat
- Pre assessment likely to be fixed after two- months. The audit may be likely for 2 or 3 days
- Self Assessment Toolkit has to be completed and submitted within a week



NABH JOURNEY

"The journey of a thousand miles begins with one step"



NABH Accreditation

Progressive Level

Entry Level

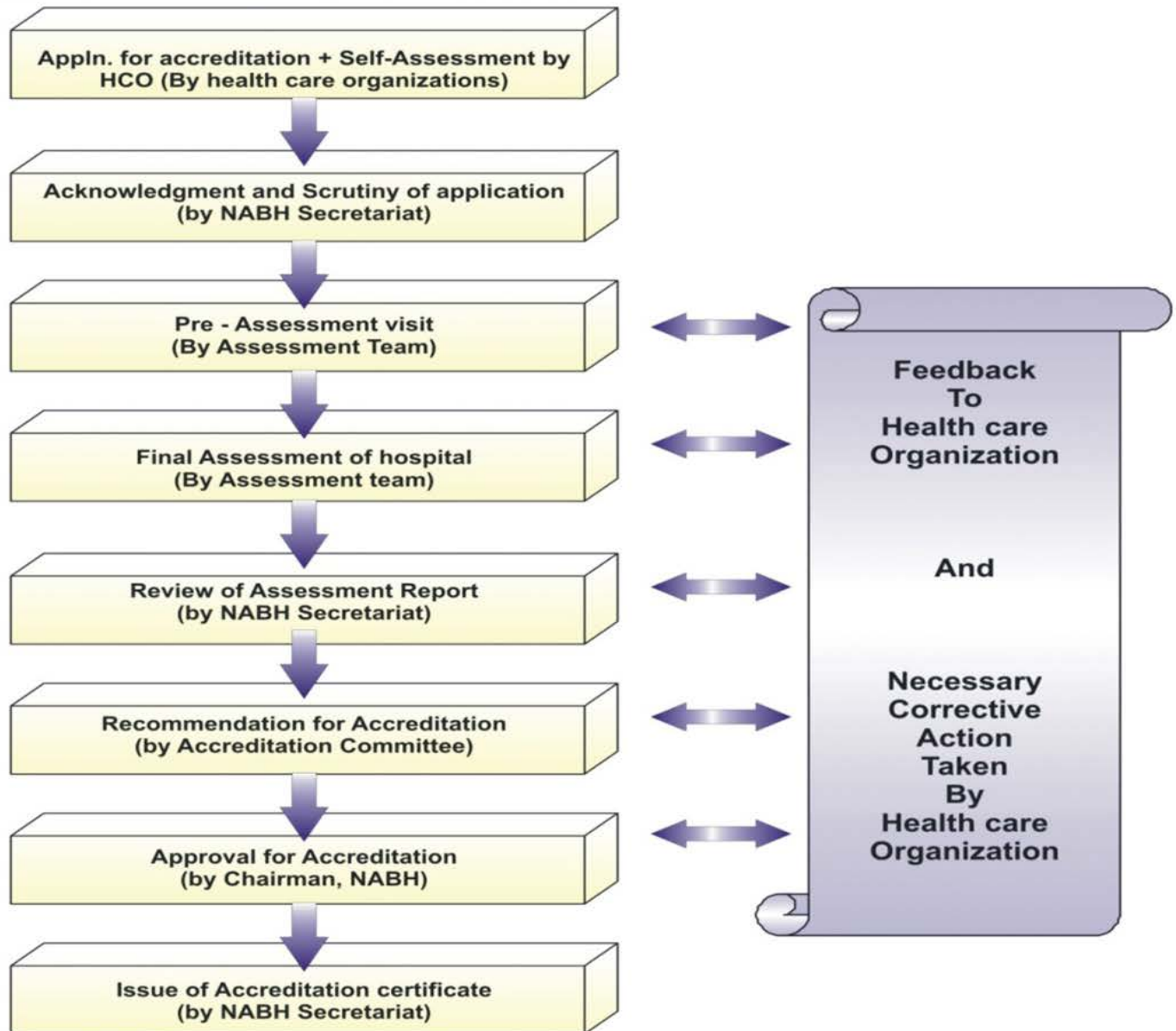
Medical Laboratory, Safe I,
Nursing Excellence etc..

Pre Accreditation



NABH
Safe-I
NABH HOSPITAL INFECTION CONTROL

NABH ACCREDITATION PROCEDURE



. ACCREDITATION

- ✓ All the regulatory legal requirements should be fully met.
- ✓ No individual standard should have more than one zero to qualify.
- ✓ The average score for individual standards must not be less than 5.
- ✓ The average score for individual chapter must not be less than 7.
- ✓ The overall average score for all standards must exceed 7.

✓ Validity period is 3 years





NABH STANDARDS

- NABH Standards has 10 Chapters

102 Standards

686 Objectives Elements

NABH Standards are broadly categorized into Patient centered chapters and Organization centered Chapters.



PATIENT CENTERED CHAPTERS

Patient Centered Chapters	NO of Standards
1. Access, Assessment & Continuity of Care (AAC)	14
2. Care of Patient (COP)	22
3. Management of Medication (MOM)	13
4. Patient Right and Education (PRE)	08
5. Hospital Infection Control (HIC)	09

Hospital centered chapters

Organization Centered Chapters	NO of Standards
6. Continuous Quality Improvement (CQI)	08
7. Responsibility of Management (ROM)	06
8. Facility Management and Safety (FMS)	08
9. Human Resource Management (HRM)	10
10. Information Management System(IMS)	07

Chapter 1

Access Assessment and Continuity of Care (AAC)

Intent of the chapter:

- Patients are well informed of the services that an organization provides. This will facilitate in appropriately matching patients with the organization's resources.
- Only those patients who can be cared for by the organization are admitted to the organization.
- Emergency patients receive life-stabilizing treatment and are then either admitted (if resources are available) or transferred appropriately to an organization that has the resources to take care of such patients.
- Out-patients who do not match the organization's resources are similarly referred to organizations that have the matching resources.

- This chapter has 14 standards.
- Each standard has certain well defined objectives . For example , the 1st standard in this chapter is
- **AAC.1:** The organization defines and displays the healthcare services that it provides .
- This chapter has 4 objective elements .
- They are
- a. The healthcare services being provided are clearly defined and are in consonance with the needs of the community
- b. Each defined service should have appropriate diagnostics and treatment facilities with suitably qualified personnel who provide out-patient, in-patient and emergency cover.

- c. The defined healthcare services are prominently displayed
- d. The staff are oriented to these services.

Chapter 2

CARE OF PATIENTS

Intent of the chapter:

- The organization provides uniform care to all patients in different settings. The different settings include care provided in outpatient units, various categories of wards, intensive care units, procedure rooms and operation theatre.
- When similar care is provided in these different settings, care delivery is uniform.
- Policies, procedures, applicable laws and regulations guide emergency and ambulance services, cardio-pulmonary resuscitation, use of blood and blood components, care of patients in the intensive care and high dependency units.

Chapter 3

Management of Medication (MOM)

Intent of the chapter:

- The organization has a safe and organized medication process.
- The process includes policies and procedures that guide the availability, safe storage, prescription, dispensing and administration of medications.

Chapter 4

PATIENT RIGHTS AND EDUCATION

Intent of the chapter:

- The organization defines the patient and family's rights and responsibilities.
- The staff is aware of these rights and is trained to protect them .
- Patients are informed of their rights and educated about their responsibilities at the time of admission. They are informed about the disease, the possible outcomes and are involved in decision making.
- The costs are explained in a clear manner to patient and/or family. Patients are educated about the mechanisms available for addressing grievances .

Chapter 5

HOSPITAL INFECTION CONTROL

Intent of the chapter:

- The standards guide the provision of an effective healthcare-associated infection prevention and control program in the organization.
- The program is documented and aims at reducing/eliminating infection risks to patients, visitors and providers of care.
- The organization measures and takes action to prevent or reduce the risk of Healthcare Associated Infection (HAI) in patients and employees.
- The organization provides proper facilities and adequate resources to support the Infection Control Program.

- The organization has effective antimicrobial management program through regularly updated antibiotic policy based on local data and monitors its implementation.
- Program also includes monitoring of antimicrobials usage in the organization.
- The program includes an action plan to control outbreaks of infection, disinfection/sterilization activities, biomedical waste (BMW) management, training of staff and employee health.

Chapter 6

Continual Quality Improvement (CQI)

Intent of the chapter:

- The standards encourage an environment of continual quality improvement. The quality and safety program should be documented and involve all areas of the organization and all staff members.
- The organization should collect data on structures, processes and outcomes, especially in areas of high-risk situations. The collected data should be collated, analyzed and used for further improvements. The improvements should be sustained.
- The quality program of the diagnostic services should be integrated into the organization's quality plan.
- Infection-control and patient-safety plans should also be integrated into the organization's quality plan.

Chapter 7

Responsibilities of Management (ROM)

Intent of the chapter:

- The standards encourage the governance of the organization in a professional and ethical manner. The responsibilities of the management are defined.
- The organization complies with all applicable regulations.
- The organization is led by a suitably qualified and experienced individual. The responsibilities of the leaders at all levels are defined.
- The services provided by each department are documented.
- Leaders ensure that patient-safety and risk-management issues are an integral part of patient care and hospital management.

Chapter 8

Facility Management and Safety (FMS)

Intent of the chapter:

- The standards guide the provision of a safe and secure environment for patients, their families, staff and visitors.
- The organization shall take steps to ensure this, including proactive risk mitigations.
- This chapter has 7 standards . The 1st standard is
- FMS 1: The organization has a system in place to provide a safe and secure environment . In this chapter there are 7 objective elements:

Chapter 9

Human Resource Management (HRM)

Intent of the chapter:

- The most important resource of a hospital and healthcare system is the human resource. Human resources are an asset for effective and efficient functioning of a hospital.
- Without an equally effective human resource management system, all other inputs like technology, infrastructure and finances come to naught. Human resource management is concerned with the —people|| dimension in management.
- There are 10 standards in this chapter . The 1st standard is

Chapter 10

Information Management System (IMS)

Intent of chapter:

- Information is an important resource for effective and efficient delivery of health care.
- Provision of health care and its continued improvement is dependent to a large extent on the information generated, stored and utilized appropriately by the organizations.
- One of the major intent of this chapter is to ensure data and information meet the organization's needs and support the delivery of quality care and service.

QUALITY

*...is everyone's
responsibility.*

(Deming, W. Edwards)

THANK YOU